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8/8/03IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Daniel N. Duncan, Alexander N. Svoronos, Thomas J. Miller
Assignee: Austin Logistics Incorporated
Title: Method and System for Scheduling Inbound Inquiries
Serial No.: 09/547,627 Filed: April 12, 2000
Examiner: B. Bui Group Art Unit: 2642
Docket No.: 066416.0103

BOX AF
COMMISSIONER FOR PATENTS
Washington, D. C. 20231

SUPPLEMENTAL REPLY BRIEF UNDER 37 CFR § 1.193

Dear Sir:

Applicants submit this Supplemental Reply Brief pursuant to the Board's Order Returning Undocketed Appeal dated March 20, 2003, and the Examiner's Advisory Action mailed in this case on May 19, 2003. It is believed that no fees are due in connection with the filing of this Supplemental Reply Brief, however, the Commissioner is authorized to deduct any amounts required for this Reply Brief and to credit any amounts overpaid to Deposit Account. No. 502264.

1. Entry of After Final Amendment.

The Examiner has indicated that Applicants' after final amendment dated June 14, 2002, will now be entered. Only Claim 1 was amended by the after final amendment to now recite:

1. A method for ordering inbound inquiries, the method comprising:
receiving plural inbound inquiries, each inbound inquiry having associated inquiry information;
applying a model to the inquiry information to determine a priority value for each inquiry, the model estimating the probability of an outcome of an inbound inquiry having a predetermined result; and
ordering the inbound inquiries with the priority values.

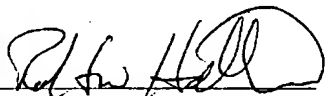
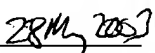
The Examiner has withdrawn the rejections under Section 112, Paragraph 1.

2. Rejection of Claims 2, 36, 45 and 47.

Claims 2, 36, 45 and 47 are each dependent claims that each stand or fall with the claims from which they depend.

Conclusion

Applicants respectfully request that the present application be returned to the Board's Docket for prompt consideration and reversal of the Examiner's rejections of Claims 1-50.

I hereby certify that this correspondence is being transmitted via facsimile to (703) 872-9315, addressed to Box AF, COMMISSIONER FOR PATENTS, Washington, D.C. 20231, on May 28, 2003.	
 Attorney for Applicants	 Date of Signature

Respectfully submitted,



Robert W. Holland
Attorney for Applicants
Reg. No. 40,020

HAMILTON & TERRILE, LLP

8911 North Capital of Texas Highway
Westech Center Suite 3150
Austin, Texas 78759
512.338.9100 Telephone
512.345.7225 Facsimile

FACSIMILE COVER SHEET

DATE: August 7, 2003

TO: Examiner Bing Bui
USPTO

FACSIMILE NO.: 703-746-5768
TELEPHONE:

FROM: Robert W. Holland
(Reg. No. 40,020)

SUBJECT: Supplemental Reply Brief for USSN 09/547,627

This transmittal consists of 4 page(s), including this cover sheet.

MESSAGE:

Dear Examiner Bui:

Per your discussion today with Terri Muñoz of our office, attached is the Supplemental Reply Brief Under 37 CFR § 1.193 which we filed on May 28, 2003, in the above referenced patent application.

Please let me know if you require anything further. Thanks very much for your assistance.

If you do not receive all pages, please call (512) 338-9100.

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